

Public says Britain's streets are sullied



BCC News Release 27th February 2006

79% of the UK public think that Britain's streets are dirty, according to a survey released today by industry voice, the British Cleaning Council (BCC). This is despite the fact that a recent Keep Britain Tidy survey* showed the country is actually getting CLEANER!

Today, 27th February, also sees the launch of the BCC's 'Clean Britain Awards' where hundreds of communities will be able to showcase how they've improved – and be given the opportunity to win the title of the cleanest place in Britain.

Judith West, Chairman, of BCC said: "We are not discouraged by this survey as there are plenty of people working very hard behind the scenes to combat modern problems our country faces such as littering, flyposting, graffiti, dog fouling and chewing gum to name but a few.

"When some people go abroad for their holidays they often return with a rose-tinted view of the state of other nations yet tourists flock to clean locations including Britain. Now UK cities, towns and districts are being given the opportunity to let their tidy efforts shine and win the clean crown, meaning happier residents and more tourists."

The survey found that 82% of women asked found the state of our streets unacceptable, whereas 75% of men questioned agreed it was filthy. Retired people moaned the most about the state of our streets – with 88% reckoning they were filthy. Regionally, North West folk are the most disgruntled at 93%, while those in the Midlands are most satisfied with their environment in the UK – only 65% of those said yes to the survey.

Alan Woods, Chief Executive of Keep Britain Tidy said: "Problems like fast-food litter and cigarette ends may have reared their ugly head but dog fouling, graffiti and flyposting are on the wane. All of us must continue to campaign for greater respect and a cleaner country. Instead of simply banging on about the state of our streets let us all set the right example by using a bin and encouraging everyone else to do so, too."

The new awards will be launched at a meeting of council chiefs in Sheffield, today (27th February 2006). Concluded Judith West: "Let's stop putting ourselves down and instead put the good work of our councils and the valiant efforts of our street sweepers and workers into the spotlight. We are becoming a cleaner country – and it's about time we recognised and celebrated that fact."

* The fourth Local Environmental Survey of England (LEQSE) by Keep Britain Tidy

Fact File

People were asked "Do you think that Britain's streets are dirty?"

The following are the responses to the question in percentage splits.

Sex:	Overall	Male	Female		
YES	79%	75%	82%		
NO	21%	25%	18%		
Class:	Upper/middle	Lower middle	Skilled Working	Unskilled Working	
YES	74%	76%	83%	80%	
NO	26%	24%	17%	20%	
Employment Status:	Full-time	Part-time	Unemployed	Retired	
YES	73%	79%	77%	88%	
NO	27%	21%	23%	12%	

Regions:	Yes	Age:	Yes
Scotland	66%	16-24	75%
North/Borders	77%	25-34	74%
North West	93%	35-44	76%
Yorkshire	85%	45-54	74%
Wales	84%	55-64	85%
South West	84%	65 +	88%
Midlands	65%		
East England	91%		
London	78%		
South East	79%		





Judith West

West's Word

Good day, ladies and gentleman. Those of our regular readers will already recognise me as the Chairman of the British Cleaning Council (BCC). Welcome to this edition of the Voice and yet again we have a bumper issue full of stories from the world of cleaning and from our BCC membership.

I have just returned from the ENCAMS Cleaner Safer Greener Network conference in Sheffield where we launched our new Clean Britain Awards which are replacing the popular Cleanest City competition. This exciting and well-run conference was an excellent platform for us to speak to a Local Authority strong audience to unveil the plan for these 2007 awards.

The reason we have launched these new awards is that we would like to give the opportunity to all UK Local Authorities to enter a competition where they can show others how clean and green their respective locations are. There are plenty of further details on the new Awards scheme in this issue and for any of you interested in finding out a bit more, I urge you to get in contact with us. You have until the end of June this year to enter Clean Britain Awards 2007.

You will also find the latest news about the cleaning industry passport – the Pathway Card – launched by members of the BCC for cleaning employers and employees. Plus many more updates on what is happening with our members from all over the UK. You may also be interested to read on about some new cleaning innovations and developments which are helping to transform our beloved industry.

I hope that you enjoy your read until the very next issue from the BCC – the Voice of the Cleaning Industry.

Judith West
Chairman
British Cleaning Council

The Big Smoke

Keep Britain Tidy launches cigarette litter campaign

On 27th February this year, Keep Britain Tidy launched a campaign to stamp out smoking-related litter - which blights 90% of our streets.

Advertising featuring the slogan 'no butts – stub it, bin it' hit billboards, phone boxes, bus stops and bus rears across England.

ENCAMS (campaigners behind 'Keep Britain Tidy') is also teaming up with ASDA to distribute almost 250,000 free pocket ashtrays. The Stubbis have been produced in two funky designs, camouflage and leopard print. They will be available from cigarette kiosks in all ASDA stores across England and Northern Ireland from the start of the campaign until stocks last, so make sure you snap one up!

The butt stops here

To help deliver the campaign on a local level and to assist with evaluation, ENCAMS is working in partnership with 10 local authorities. They are Barnsley, Blackpool, Bolton, Bristol, Cambridge, Charnwood, Enfield, Leeds, Sheffield and Tonbridge & Malling.

Each partnership council has committed to: -

- Increasing the number of dedicated cigarette bins in hotspot areas
- Monitoring the usage of cigarette bins
- Encouraging local businesses to purchase and install appropriate cigarette disposal facilities for both employees and customers

- Increasing enforcement
- Carrying out local PR and media campaign
- Promoting the use of portable ashtrays
- Carrying out any other appropriate initiatives locally

ENCAMS will assist each of the 10 local authorities by placing a high concentration of advertising around their hotspot areas, providing them with 500 free portable ashtrays for distribution and carrying out attitudinal surveys in the each of the boroughs.

To maximise the impact of the campaign nationally, ENCAMS has written to all local authorities across England to give them the opportunity to order free A3, A4, A4 vinyl window stickers and six sheet posters. ENCAMS is also working in partnership with several bin manufacturers to offer local authorities and businesses the chance to purchase dedicated cigarette bins at a discounted rate. To find out more about the campaign visit www.encams.org



Are you from the Cleanest Place in Britain?

The BCC is delighted to announce the launch of the new 'Clean Britain Awards, 2007'. From 1st March 2006 the Council is accepting entries from UK cities, towns and districts to battle it out to become the cleanest place in Britain. There will be winners from all three categories plus one overall winner.

The 'Clean Britain Awards' will replace 'Britain's Cleanest City' competition. These have been run by BCC since 1988 with the aim of identifying the cleanest and tidiest UK city. For several years these awards have helped to highlight the importance of clean cities.



This new competition, however, aims to be more inclusive of all UK Local Authorities and will feature a new method of judging, combining the visitor eye view with recognised government standards.

The awards were launched officially on Monday 27th February, 2006, at ENCAMS' Cleaner Safer Greener conference at City Hall, Sheffield.

Judith West, BCC Chairman said: "We are excited to launch the new competition. The state of our streets is vital to trade and tourism in the UK. With these enhanced awards we can praise the practices of our



cleanest towns, cities and districts. Such locations not only keep their residents happy but also help to keep the tourists flocking to Britain".

By combining the BCC visitor eye view judging criteria with government approved standards – namely the Best Value Performance Indicator (BVPI) 199, we are giving each Local Authority a fair and comparative crack of the whip on winning by looking at how they cater for residents and for visitors.

Judith said: "The competition is now more representative of the country as a whole and would provide entrants with the opportunity to compare notes with their neighbouring towns and cities on running tidy operations."

The deadline for entries to the Clean Britain Awards 2007 is Friday 30th June 2006, allowing for the inaugural proceedings to commence.

There will be a paper round initially where judging panel can examine applications from all entered cities, towns and districts. Following this,

the second round of judging will entail presentations to the panel from the top five from each category.

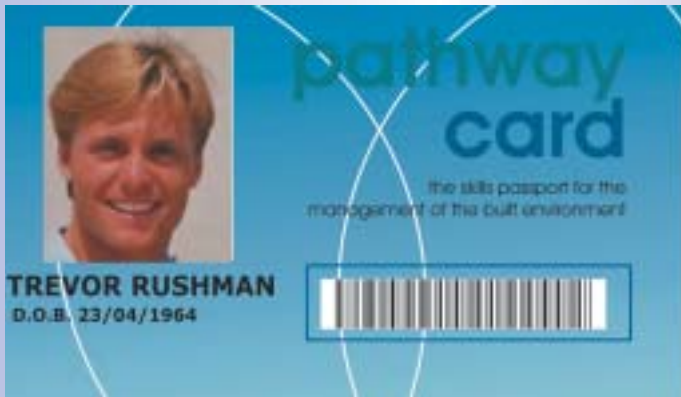
Site visits will then take place in September, giving finalists an opportunity to present their place in a clean and tidy light. Further visits will take place in all finalists areas in the lead up to the grand finale, taking place at the Cleaning Show in Birmingham's NEC on Tuesday 13th March 2007.

Clean Britain judges will look at how each city copes with litter and other related problems such as flyposting, graffiti, dog fouling, chewing gum, cigarette litter and more.

For further information on the Clean Britain Awards please call John Stinton on 01562 851129, or email info@britishcleaningcouncil.org

For more information on BCC see: www.britishcleaningcouncil.org





Pathway Card Clearing Way For Cleaners

Since its launch in September, the Pathway Card has generated a great deal of interest not only within the cleaning sector, but also within facilities management circles. The initial take up and interest in the card means the original target of 50,000 cards issued by the end of 2006 is well on its way to being achieved.

The versatility of the Pathway Card enables employers to make a quick and effective check of potential applicants' career and training history. The Pathway Card also records induction training, including health and safety, so that clients and employers can be assured that staff employed have a working knowledge of health and safety, and how to put it into practice.

The card securely holds a clear online record of achievement and competence and one of the attractions for cleaning companies is that it recognises day to day training which is undertaken on the job, as well as more formal academic qualifications. The cost savings to a firm can be significant, helping to prevent duplication of training being undertaken by new recruits.

For employees who have historically moved around jobs on a frequent basis, the advantage of the card is that information on their career history, and experience and achievements are held in one convenient place. They can then define a career path, building and developing on training undertaken to enhance their existing roles or to specialise within other working environments.

Richard Beamish, Chief Executive Asset Skills said: "The infrastructure is now in place and Pathway Card is set to provide a cost effective, meaningful and motivating record of achievement and experience for all staff".

As well as the knowledge that the information held has been corroborated by an approved verifier, another plus for employers is that the information is held online and not on the card, ensuring that if a card is lost, an individual's information or details can't be stolen or used by a third party and the owner of the card can arrange to have it easily replaced. This makes the card a reassuring employment tool verifying that the person employed to go to clients' premises or on site is the person recruited with the appropriate and relevant skills and knowledge.

As Martyn Vesey, Director General, CSSA points out: "In addition to holding skills and training information it can also be used as a company ID card, most of which are similar in cost".

Certainly the British Institute of Cleaning Science (BICSc) believe it is the way forward and is keen to ensure that the cards are used by anyone who undertakes a qualification with them, by including details of their qualification on their own Pathway Card. As BICSc Chief Executive Keith Aldis states: "Anyone who registers with a qualification with BICSc will automatically be entitled to a free Pathway Card".

The Pathway Card was developed by Asset Skills, British Institute of Cleaning Science (BICSc), Cleaning and Support Services Association (CSSA), and is supported by the British Cleaning Council (BCC).

For further information on the Pathway Card contact enquiries@purplepassport.com or telephone 01277 824616.

TRAINING CENTRE TACKLES SUPERBUGS

A training centre with a mock-up hospital has been launched in Bonnyrigg, Scotland to help cleaners cope with the rise of MRSA.

It is one of the first of its kind providing cleaners with the right knowledge on how to tackle healthcare associated infections (HAIs) such as thorough cleaning of fittings, fixtures, bedding etc.

The company running the facility, RFA-em Training and Exhibition Centre, will be used by contract cleaning companies across the country.

It was originally set up for its own staff to train to recognised BICSc (British Institute of Cleaning Science) standards.

Sana Forrest, Corporate Development Director for RFA-em said: "The centre is now an approved BICSc centre and training is already in progress – needless to say I'm delighted!

"In conjunction with the fit-out of the hospital ward we have now acquired additional premises in which we are putting in a commercial laundry using the latest technology for killing superbugs."

NING TRE KLES RBUG



The facilities make use of ultra-violet light to show those being trained where germs are likely to breed. The training ward has also been designed to show cleaners how to avoid problems such as cross-contamination between patients.

The laundry service is client driven. It is used, for example, to do the laundry cleaning for a hotel chain. Once completed the laundry and dry-cleaning facility will form a showcase for clients to observe both the standards in technology and in training too.

The company employs more than 100 staff and covers all areas of environment/facilities management. They are currently in talks with Asset Skills Scotland, Steven College of Education and Midlothian Chambers of Commerce to expand their services.

Cleaning Taken to Higher Level

The British Association for Cleaning in Higher in Education (BACHE) is launching its fourth annual conference on Tuesday and Wednesday 17th and 18th May 2006 at the University of Manchester Conference Centre. This event is targeted at cleaning professionals involved in cleaning and support services at higher education institutions.

Workshops this year include presentations from the Health and Safety Executive (HSE) on working at Heights; EAUC - a commercial Waste Contractor for the sector; Newcastle University on Recycling and Sustainability; British Institute of Cleaning Science (BICSc); Absence Management and Disability Awareness and IT systems for cleaning. All the workshops are aimed at providing delegates with practical advice and the opportunity to share best practice with colleagues.

BACHE awards will also be handed out at the conference. These fall under the following categories:

- Best Training Initiative – to an organisation that can demonstrate how their training programme delivered significant business benefits.
- Best Use of Information Technology - to an organisation that can demonstrate how information technology is used within their business to enhance performance.
- Sustainability/Best Environmental Initiative - to an organisation that can demonstrate how they have embraced "sustainability" through eco-friendly or environmental initiatives within their organisation.

The deadline for entering these awards is the 24th April 2006.

All conference bookings must be received by 1st May 2006.

For further information on the conference/awards, please contact Debbi Smith at the BACHE office, 01509 889256, by e-mail at admin@bache.org.uk or find details on our website at www.bache.org.uk



British Cleaning Industry Conference

"Changing the Face of the Cleaning Industry"

13 – 15th September 2006, Alton Towers Hotel, Staffordshire

The theme "Changing the Face of the Cleaning Industry" builds upon last year's theme which was aimed at taking responsibility for our actions. With changes in legislation, environmental / ecological thrusts and movement of people, the cleaning industry needs to respond proactively. We need to continue to build proper systems of work, improve upon new technologies and project a face to the public that shows them that we operate professionally. We take care to ensure that adopt the right attitude to people and the environment and that we are successful in what we do.

The programme includes speakers from all corners of the cleaning industry including: government, manufacturers, suppliers, cleaning contractors, clients and last but not least, cleaners themselves.

- 13th September 2006 BICSc Golf Day plus evening entertainment.
- 14th September 2006 BCI Conference Day & BICSc Annual Awards Dinner
- 15th September 2006 BICSc Industry Workshops:
 - 2015 - Visioning for the Industry
 - How Clean is Clean?
 - How do you engage with your customers?
 - How can you recognise the right managers?

We are seeking sponsors for this conference. If you are interested in sponsoring the conference which includes a number of rates with their own tailored packages, call Keith Aldis, Chief Executive of the British Institute of Cleaning Science (BICSc) on 01604 678 715 or e-mail keith@bics.org.uk

To find out more about the conference and/or to book places, contact Caroline or Sarah on +44 (0)870 850 5436. Fax line is: +44 (0)870 609 1094.

The event email address is britcleanconf@profileevents.com and website is www.britcleanconf.co.uk

Goal Extended for Award entries

The Golden Service Awards (GSA), sponsored by Kimberley-Clark Professional (K-CP) has announced that the November awards will become biennial with immediate effect.

Feedback from the cleaning industry has highlighted the fact the majority of people involved in the programme need more time to prepare entries and promote wins.

Rob Lowe, Marketing Manager of K-CP said: "We have set up and run this highly successful venture for 15 years and as it grows changes need to be made to provide maximum benefits for everyone involved."

To conform to the request to provide more preparation and promotional time, K-CP has announced that the programme will now become biennial in line with some of the GSA programmes in other countries. The 2007 UK Golden Service Awards programme will now be announced in the autumn of 2006 adding at least six months from launch to entry closing date.

John Stinton, General Secretary of the British Cleaning Council, sponsors of the Site Supervisor Award said: "It's a positive move for common sense. The GSA is a major date in the cleaning industry calendar and it is only fair to the entrants and winners that they have time for preparation and for the winners to promote their successes."

The Golden Service Awards started as a modest programme with 34 winners at a

lunch held in the Dorchester's rooftop suite. Since then it has outgrown a series of top hotels including the Langham Hilton and in 2005 having out-sold the Savoy's 380-seater capacity it moved to the Royal Lancaster for 600 finalists, winners, guests and industry association members.

The Golden Service Awards programme has always given equal opportunity and encouragement to in-house cleaning teams and contractors from start-up organisations to the large public limited company (plc) players. In the 2007 programme it will continue with Awards for these sectors, category awards for market sectors, and individual Awards to give well earned recognition to outstanding cleaners and supervisors.

The Kimberly-Clark Professional Golden Service Awards are now operational in the UK, Holland, Belgium and Italy with other European countries to be announced shortly, setting the scene for a European 'Winner of Winners' event.

The Awards are also well established in Australia, New Zealand and South Africa. The long-term plan is to synchronise the programme so that all countries operate simultaneously.

The Golden Service Awards are acknowledged internationally as the hallmark of quality and a powerful tool in the promotion of excellence in the cleaning and support service industries. The next Award ceremony is now due to take place in November in 2007.



2005's BCC Site Supervisor of the Year, David Crouch of Initial Rental Cleaning receives award from Esther Rantzen and BCC Deputy Chairman Steve Wright

Southwark Clean Up



The London Borough of Southwark celebrate their win with Alan Woods, Chief Executive, ENCAMS and Mary Nightingale

The London Borough of Southwark has become the first-ever recipient of a new environmental award.

The Capital council captured the "Overall Winner" title at the Cleaner Safer Greener Network (CSGN) Awards in Sheffield at the end of February. These awards are run by the Keep Britain Tidy campaigners ENCAMS. Open to all partners in the programme – which helps land managers combat local environmental problems – Southwark were voted top dog by representatives from 160 public and private organisations.

The driving force behind Southwark's transformation into one of the cleanest places in England is Simon Baxter, the Borough's Client Enforcement Manager. So impressed were judges with his contribution, that he walked off with the Environmental Champion Award, narrowly beating Islington whose team have worked hard to get businesses involved in reducing rubbish.

Also scooping a prize was St Helens where the Council, Police and Probation Service have teamed up to combat environmental crime. This initiative won the Efficiencies Through Partnership Award (runners-up were Wigan and South Tyneside Councils).

By encouraging their customers to get involved in caring for the local environment, Bromford Housing Group won the Public Consultation Award – with Coventry and Southwark finishing close-behind.

The London Borough of Camden's drive to prosecute major companies for flyposting saw them receive the "Innovation" Award. Southwark and Enfield landed joint second place.

Alan Woods, Chief Executive of ENCAMS said: "These awards show that land managers are listening to resident's concerns sympathetically and putting local environmental quality issues at the top of their agenda. They also show a willingness to work with others to achieve the kind of clean, safe and green places everyone wants to see."

The CSGN Awards were the climax of a two-day conference in Sheffield, where land managers met to discuss and debate the link between crime and greening.

Presenting the awards was ITN News Broadcaster, Mary Nightingale.
For further information please contact press@encams.org

NEWS ROUND-UP

Times Top 100

BCC would like to congratulate its member ENCAMS for achieving 61st place in the times Top 100 Small Companies. The result was announced at a Gala Dinner with members of the company attending alongside nominees from other UK companies.

ENCAMS also got 7th out of those entered for its achievement as a company operating 'Work Life Balance' which is a flexi-time based scheme for staff looking to work flexible hours and from home.

Well done ENCAMS. To celebrate their good news, Chief Executive Alan Woods awarded staff with a company holiday on 2nd May plus some Marks & Spencer Vouchers each. If you would like further information on the company, see www.encams.org



Alan Woods (right) receives award

Conference as easy as ABCD

This year's conference from the Association of Building Cleaning Direct Service Providers (ABCD) explores the daring theme 'Delivering Diversification'. It is taking place on Thursday and Friday 25th and 26th May 2006 at the Ramada Hotel, Sutton Coldfield.

Presentations and workshops will vary from supporting staff (security) to window cleaning and waste disposal. **For further information contact the Association on 01604 678717.**

From Distribution to Disco

Members of the Cleaning & Hygiene Suppliers' Association are scrubbing up especially for their annual dinner dance. The popular event is taking place on Friday 24th March at the Marriott Forest of Arden Hotel in Warwickshire. This is the 16th year of the dance, promising to be an evening of networking fun for Association members. For further details on the event, please email Graham Fletcher: secretary@chsa.co.uk

New Day for Association



Kevin Day, ICMMA

The Industrial Cleaning Machine Manufacturers' Association (ICMMA) has a new Chairman making his premiere – Kevin Day. Kevin is the UK Sales Director for Premiere Products. Having served on ICMMA's General Committee for two and a half years he is taking the helm.

Kevin said: "As a relative newcomer to the associations I would like to contribute fresh ideas. I would like to assist all sectors of the industry looking to improve the product, service, efficiency, environmental impact and skills.

Personally, if I can learn and enjoy myself whilst a director of BCC I am confident that I will contribute positively to the Council".

ICMMA's products and services range from small tub vacuum cleaners to ride-on scrubber dryers. Further information on ICMMA can be found at www.icmma.org.uk

Word from Worshipfuls



John Stinton

BCC Deputy Chairman, Steve Wright, was elected Master of the Worshipful Company of Environmental Cleaners at their election court on 20th February. He will be officially installed along with other officers at a Court in St. Olave's Church

on Friday 7th April, followed by a Service of Rededication and a banquet in Mansion House, London.

John Stinton, General Secretary of the BCC was admitted a Freeman of the Worshipful Company of Environmental Cleaners at a meeting of the Court on 11th November 2005. He was subsequently admitted as a Liveryman of the Company of the Court on 20th February 2006.

The freedom of the City of London was, for centuries, the key to every man who wished to exercise a craft or trade within the City. Privileges included the right to vote; immunity from tolls at markets/fairs; freedom from conscription into the armed forces and a right to trade.

Statement to Window Federation Members

Bryan Dolby, Chairman of the Federation of Window Cleaners (FWC) wishes to advise that the information and training the FWC provide to their membership is of the highest standard so that they can further advance their skills and knowledge of the profession they work in. They continue to arrange the nationally accredited Institution of Occupational Safety & Health (IOSH), one-day IOSH Safety Awareness courses – which are compulsory for members.

The IOSH Working Safely programme includes sessions on accidents (prevention and reporting); legal duties for employer and employee; developing a safety culture; practical risk assessment including a session on the use and completion on the Risk Assessment form.

There are many benefits to having a formal health & safety training certificate. It not only helps win more business especially with public bodies such as local authorities and NHS Trusts where you can show your company carries out risk assessments and that staff are fully aware of the health and safety procedures. It can also have a positive effect on reducing accidents and ill health.

For further information please contact Beryl Murray, Federation of Window Cleaners, tel: 0161 432 8754, e-mail: info@f-w-c.co.uk, website: www.fwcuk.org

NEWS ROUND-UP



Bin to Cut Down on Cleaners' Injuries

A Manchester man has invented a new 'Advanced Recycling System' bin in order to reduce the number of injuries to cleaners removing waste.

Terry Singleton has come up with the variable load control bin following extensive orthopaedic research into back injuries.

The bin is an open-ended tubular shape with a suspended bin liner in which a load control is placed. As recycled waste is deposited in the system the control mechanism is activated and the lid rises when the bin is at a safe weight for removal.

According to Terry, this system can reduce waste to landfill, increase recycling and reduce time spent on office cleaning.

The product is currently awaiting GB and international patents plus design and copyright.

Terry Singleton said: "The bin is seen as a practical and positive approach to reducing the high cost of injuries, a commitment to the environment and a medium upon which any company would be pleased to place their own logo as a statement of support".

For further information on the product please call Terry Singleton on 0161 3742695 / 07786 681254.

Future is Bright for Mandie

Congratulations to Mandie Kemp, owner of Futures Supplies & Support Services Ltd who won 'Surrey Business person of the Year'. Mandie won the title at the Surrey Business Awards held on 9th February in Esher, Surrey.

Mandie set up the company over 10 years ago going from business to business selling washroom supplies on her own. She now employs 12 people at the South London based company with annual sales in excess of £2million.

Mandie said: "I am absolutely delighted and totally shocked to have received this award and I hope that my success and passion will inspire others that anything is possible."



Mandie Kemp (right) receives award

Carpets on the Road

The National Carpet Cleaners Association (NCCA) are pleased to announce their new technical roadshows and training courses. They are:

- Tuesday 4th April 2006 at Axminster Carpets, Devon
- Wednesday 26th April 2006 at Bio Productions, Burgess Hill Tuesday
- 16th, 17th & 18th May 2006 at Ulster Carpet Mills, Portadown

The Roadshows are free to NCCA members but for non-members there is a charge of £35.00 per head.

Any non-members booking the two-day training course in Northern Ireland may attend the Roadshow the day before FREE.

For further details contact the NCCA on Tel: 0116 2719550



BCC Website:
www.britishcleaningcouncil.org

Member websites:
asset skills

www.assetskills.org



www.abcdsp.org



www.bache.org.uk



www.bacsnet.org



www.bttg.co.uk



www.bics.org.uk



www.britloos.co.uk



www.chsa.co.uk



www.cleaningindustry.org



www.encams.org



www.icmma.org.uk



www.ncca.co.uk



www.nfmwgc.com



www.ukcpi.org



www.ukha.co.uk



www.environmental-cleaners.com

The BCC welcomes any suggestions and articles for the publication. Please forward any suggestions to Eibhlin O'Somachain, on press@britishcleaningcouncil.org Tel: 01942 612616